

# Building vital communities, families and individuals



# Work Training Programs: Not just jobs but futures

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**YouthSource, the youth-serving section of the Work Training Program, helps at-risk youth and young adults achieve their high school diplomas or a GED and gain work experience and job skills. Each year they help hundreds of youth move toward healthier lives and futures. Here are just a few of their success stories!**

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**Shanna and Leticia** (pictured with Instructor Kiana Davis) both came to King County Work Training Program's YouthSource as out of school youth. They worked hard and within a few months, were able to earn their GEDs. To build their resumes and earn work experience, both young women participated in a subsidized work experience with our partner, Sears. Both Shanna and Leticia are also now full-time students at Bellevue Community College.



**Teisha** entered the Stay-In-School Program in the fall of 2007. She was living with friends and dealing with both personal and academic issues. Despite many barriers, Teisha was determined to graduate from high school and reach her goals. She

worked as an after-school assistant for the Federal Way Boys & Girls Club, where she was a dedicated worker and true asset. For a disco-themed fashion show at the Club, Teisha dressed as a clown and painted faces for the kids in the after school program. She also narrated the fashion show – which was a hit! Her positive attitude and determination helped her to earn her diploma, and the Achiever's Scholarship Award that will help her to realize her goal of going to college.



**Jessica**, a student in the Digital Bridge Cisco A+ training at Interconnection, underwent a huge transition from shy and unsure of herself to confident and accomplished – all in the course of four months. In the beginning, Jessica did not stand out as a leader. However as the training progressed, Jessica began putting herself forward. By graduation, Jessica was a team leader. She is now working towards GED completion, and once she has finished, will start community college next spring. She was selected for an internship with the NPower Service Corps where she is a valued and important team member. Additionally, Jessica is focused on completing her IT industry recognized certification (CompTia A+) in 2008. Jessica is now talking of looking for a career in the IT sector after certification.





## King County

### Message from the County Executive

I am pleased to present the 2007 Annual Report for the King County Department of Community and Human Services.

This report highlights the many ways the department and their community partners are assisting children, adults, and families to achieve happier, healthier and more productive lives.

**We are building affordable housing for individuals and families, homeless people, and those with special needs, and connecting that housing to supportive services.** We know that housing linked to supportive services is key to realizing our regional goal of ending homelessness in ten years.

**We are offering training and employment services to help youth and adults and people with disabilities achieve self-sufficiency.** Our programs are helping troubled youth complete high school or a GED and go on to higher education or living wage jobs; adults to learn new industries and marketable skills; and opening doors to employment and more productive lives for people with disabilities.

**We are improving connections to treatment and other services as alternatives to costly jail stays and hospitalizations.** Innovative programs are connecting people to the treatment, housing, and employment services they need to turn their lives around.

I commend the Department of Community and Human Services and the human services community for their commitment to improving and strengthening our communities and helping vulnerable individuals achieve a better chance for health and success.

Sincerely,

Ron Sims  
King County Executive



### Letter from the Director

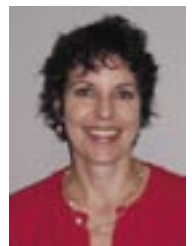
The Department of Community and Human Services seeks to support and maintain vital communities, families and individuals. Achieving this vision requires a strong network of community providers and regional partners. DCHS is fortunate to have both. In the past year, we celebrated many accomplishments, including the following:

- **Completion of the Mental Illness and Drug Dependency Action Plan and approval of a dedicated fund source.** The plan approved by the County Council was the work of many county departments, community providers, justice system partners, cities, advocates and others. New funding will provide prevention services for youth and families, and help low-income people receive the mental health and substance abuse services they need to stabilize their lives.
- **Veterans and Human Services Levy implementation.** By year's end, we had completed 87 percent of the 31 levy program plans and designs. New and enhanced services have begun or are beginning, including a second Veterans' Program base in South King County.
- **Homeless and special needs housing.** Our 2007 regional housing round included funds from the Veterans and Human Services Levy and a new document recording fee approved by the Legislature for homeless housing and supportive services. In all, \$23 million was awarded to 25 projects countywide.

Looking ahead, we celebrate new fund sources even as we struggle to respond to the county's projected general fund deficit of \$60 million that will mean reductions in 2009 to health and human services. I believe in the value of our programs, and any cuts we make will be difficult and painful. We will do our best to ease the burden on those who may be impacted, and work with our partners to discuss short and long-term strategies and new or expanded partnerships with the state and others. We will approach both the opportunities and the challenges, together.

Thank you for your support.

Jackie MacLean



To enhance the quality of life, protect rights, and promote the self-sufficiency of our region's diverse individuals, families, and communities.

## Service Priorities

**Prevention and early intervention strategies – Training and employment – Ending homelessness – Justice system alternatives – Quality public defense services**



*Engraved cobblestones line the path of the Recovery Garden at Greg Davis Park in Delridge, a collaboration with Seattle Parks and Recreation and volunteers from the King County Alcoholism and Substance Abuse Board, King County Mental Health Board, 24-Hour Alcohol and Drug Helpline, and Spotlight on Recovery.*

*Cover: Local drummers announce the dedication and official opening of the Recovery Garden at a community celebration on May 19, 2007. The meditation garden, created to honor those in recovery from substance abuse and mental illness, features a cobblestone path through beautiful landscaping and a labyrinth.*

The Department of Community and Human Services provides a wide range of services for individuals in need but has identified several areas for special focus: prevention and early intervention strategies, job training and employment to achieve self-sufficiency, ending homelessness, alternatives to incarceration, and quality public defense services.

These priorities are approached in ways that are coordinated, innovative, creative and effective. This 2007 annual report offers examples of programs and services working to help people find and keep safe and affordable homes, access treatment services to reduce their involvement in juvenile and adult criminal justice systems, and achieve and maintain livable wage jobs.

It is not just dollars and numbers. Throughout this report are the stories of real people who have overcome poverty, abuse, addiction, disabilities, homelessness, and unemployment and despite extraordinary challenges, have moved their lives forward with dignity, determination and courage.

## 2007 Goals and Performance Measures

### 1 *Provide effective prevention and intervention strategies for those most at-risk and most in need to prevent or reduce more acute illness, high-risk behaviors, incarceration and other emergency medical or crisis responses.*

Performance Measures	2007 Actual	2007 Target
Veterans with reduced symptoms of Post Traumatic Stress Disorder	97.8%	88%
Completion of outpatient chemical dependency treatment	Adults 43.4% Youth 53.5%	Adults 47% Youth 62%
Access rate for early intervention child development services	1.5%	1.9%

### 2 *Provide job readiness, education and employment services to help vulnerable youth and adults increase independence and self-sufficiency and lead more meaningful and productive lives.*

Performance Measures	2007 Actual	2007 Target
Youth that advance educationally or secure employment by program exit	94.8%	78%
Employment retention for three months or longer	Adults 96.2% Youth 62.8%	Adults 85% Youth 70%
Young adults with developmental disabilities earning wages within 6 months of exiting high school	41%	40%

### 3 *Develop and implement stronger prevention measures to avoid or prevent homelessness, and create or preserve supportive housing for those who are homeless or at risk of homelessness to achieve the goal of ending homelessness in King County.*

Performance Measures	2007 Actual	2007 Target
Households remaining in housing after a homeless prevention intervention	82.7%	80%
Exit from emergency shelter or transitional housing to more stable housing	76.9%	70%
Adults with mental illness who move to independent housing and remain in community-based treatment	71%	New measure; no target

### 4 *Continue to develop and provide services that reduce the growth of emergency medical and criminal justice system involvement and costs.*

Performance Measures	2007 Actual	2007 Target
Reduced incarcerations for persons with mental health and co-occurring disorder services	50.6%	50%
Youth involved with juvenile justice that achieve a reduced rate of juvenile court filings	70.5%	87%

### 5 *Assure quality public defense services.*

Performance Measures	2007 Actual	2007 Target
Days between notification of in custody felony case filing and assignment to counsel	Less than 1 day	1 day
Timely contact of defendant by attorney within 1 business day (in custody) and 5 business days (out of custody) from the time the case has been assigned.	In custody 91% Out of custody 88%	100% for both



## Department of Community and Human Services - Introduction



*Breaking ground for the new Rainier Vista Boys & Girls Club. From left: Seattle Mayor Greg Nickels; Daniel Johnson, President/CEO, Boys & Girls Club of King County; Bill Burton, Exec. Director, Rainier Vista; and King County Executive Ron Sims.*

DCHS provides a broad array of services to help King County's low-income and special needs residents and build stronger and safer communities. These programs and services include: aging, housing and community development, developmental disabilities, mental health, public defense, substance abuse prevention and treatment, unincorporated area liaisons,

veterans' services, women's services, work training programs, and youth and family services. The department provides leadership and coordination to the Committee to End Homelessness in King County and its Ten-Year Plan to End Homelessness. The department is also responsible for oversight and management of the revenues from the Veterans and Human

Services Levy and implementation of its Service Improvement Plan, and implementation of the Mental Illness and Drug Dependency Action Plan and oversight and management of new sales tax revenues to finance the plan beginning April 2008. As a primarily regional services department, DCHS plays a very strong role in the coordination and leadership of the region's human services infrastructure.

## Administration

With a 2007 budget of over \$309 million and a staff of about 400, DCHS is responsible for the strategic planning, policy implementation, fiscal management, contract oversight, and provision of care for the majority of King County's housing and human services programs.

The department manages the state and federally funded countywide human services systems for mental health, drug and alcohol, and

developmental disabilities. In other areas of human services, DCHS plays an important role in helping to identify needs and, in collaboration with other partners, provide financial support for vital regional service systems.

Through its Office of the Public Defender, the department ensures that low-income residents faced with criminal charges have access to quality public defense services, regardless of the ability to pay.



*Early intervention programs build healthy, happy children.*

## Finance

Funding to support our programs and services comes from multiple sources, including the federal government, the state of Washington, King County, local cities, and public/private foundations. The majority of the

department's funds are contracted to community-based agencies. In fact, over 85 percent of all funds are contracted to community agencies; eight percent supports direct services provided by DCHS staff; and the

remaining seven percent funds administration.

The following chart shows the fund sources that supported DCHS programs and services in 2007.

### 2007 Funding Sources

	Current Expense/ Children & Family Services Set Aside	Dedicated property taxes	State/Federal/Grant/ Other Resources*	2007 Total Revenues
<b>Community Services Division</b>	<b>\$ 17,008,929</b>	<b>\$ 28,949,024</b>	<b>\$ 44,182,032</b>	<b>\$ 90,139,985</b>
Community Services	\$ 14,060,990			\$ 14,060,990
Housing Opportunity Fund (HOF)	\$ 1,216,559		\$ 14,785,911	\$ 16,002,470
Housing & Community Development			\$ 18,740,186	\$ 18,740,186
Work Training Program	\$ 1,731,380		\$ 5,032,290	\$ 6,763,670
Dislocated Worker Program			\$ 5,623,645	\$ 5,623,645
Veterans' Program		\$ 2,708,363		\$ 2,708,363
Veterans & Families Levy		\$ 12,655,111		\$ 12,655,111
Regional Human Services Levy		\$ 13,585,550		\$ 13,585,550
<b>Developmental Disabilities Division</b>		<b>\$ 2,584,937</b>	<b>\$ 20,789,752</b>	<b>\$ 23,374,689</b>
<b>DCHS Administration</b>	<b>\$ 759,655</b>		<b>\$ 1,436,044</b>	<b>\$ 2,195,699</b>
<b>Mental Health, Chemical Abuse and Dependency Services Division</b>	<b>\$ 5,347,671</b>	<b>\$ 2,579,272</b>	<b>\$ 148,213,277</b>	<b>\$ 156,140,220</b>
Mental Health	\$ 1,880,066	\$ 2,579,272	\$ 128,538,256	\$ 132,997,594
Alcohol/Substance Abuse	\$ 3,467,605		\$ 19,675,021	\$ 23,142,626
<b>Human Services Sub-Total</b>	<b>\$ 23,116,255</b>	<b>\$ 34,113,233</b>	<b>\$ 214,621,105</b>	<b>\$ 271,850,593</b>
<b>Office of the Public Defender</b>	<b>\$ 36,129,663</b>		<b>\$ 1,521,064</b>	<b>\$ 37,650,727</b>
<b>TOTAL</b>	<b>\$ 59,245,918</b>	<b>\$ 34,113,233</b>	<b>\$ 216,142,169</b>	<b>\$ 309,501,320</b>

\*Other sources of funding direct to King County (fees, fund balance, contributions from other funds, interest income)



## Community Services Division



The Community Services Division (CSD) provides a wide range of services that seek to improve the lives of vulnerable children and at-risk youth, the elderly, veterans and their families, people who are homeless or at risk of homelessness, survivors of abuse, and people needing education and job training to be competitive in today's job market.

*Shown here: Rainier Housing in south Seattle (courtesy Downtown Emergency Service Center)*



## Housing and Community

**Development (HCD)** - Working closely with developers, local housing authorities, cities, nonprofits, the faith community and others, HCD builds or preserves safe and affordable housing, works to end homelessness, and improves the livability of low-income areas. Together with their partners, they achieved these highlights:

- Built or renovated 595 new units for low to moderate-income households, primarily for those at or below 30 percent of median income (\$21,050 for a family of three)
- Repaired 532 homes owned by very low to moderate-income households to improve safety or accessibility
- Prevented homelessness for 479 households and strengthened the Housing Stability Program
- Provided 516 units of permanent supportive housing for homeless people with a history of mental illness, chemical dependency or HIV/AIDS
- Offered the warmth and safety of 90,209 bed nights of emergency shelter, as well as 169,205 nights of transitional housing for homeless households
- Provided food, clothing, child care, emergency services, employment training, and other help to more than 59,719 people
- Completed eight community facility projects and four public infrastructure projects to improve low to moderate-income communities
- Implemented a new Landlord Liaison Project working with landlords to address barriers to housing for people who are homeless and have poor credit scores or criminal histories
- Moved forward with the renovation of the Cedar Hills Addiction Treatment facility to create supportive housing for single parents exiting jails and seeking to reunite with their children.



*Breaking ground for Rainier Housing in south Seattle, which will provide supportive housing for homeless people with mental illness.*

**Work Training Program** – In partnership with schools, businesses, local cities and community organizations, the Work Training Program provides education and job training services to low-income and disadvantaged youth and adults.

*Youth Programs* help juvenile justice involved youth get their lives on track through education and job training. Programs include Learning Center North; YouthSource; YouthBuild, combining classroom instruction with on-the-job training in the construction trades; Digital Bridge Technology Academy, offering education and training in computer skills; and Opportunity Skyway, combining education with hands-on learning in aviation manufacturing. Stay In School programs helped 226 teens and Out of School programs helped 553 youth. Both programs create pathways to higher education and self-sustaining careers.

*Adult Work Training Programs* include WorkSource Renton serving both employers and prospective employees with career consultation and jobs. Despite relocating their offices twice in 2007, WorkSource Renton employees did it without closing a single day of service. The Dislocated Worker Program retrain those who have lost their jobs due to plant closures or downsizing and in 2007, helped 1,172 adults and placed 86 percent in jobs with an average hourly wage of \$19.86. The King County Jobs Initiative helped 105 people find jobs, with an average wage of \$11.76 and an overall one-year job retention rate of 78 percent.

## Veterans and Community Services

– Other services offered by CSD assist vulnerable people of all ages to achieve and maintain healthier lives. *The Aging Program* works with a network of senior centers and adult day health agencies to help seniors maintain their independence through health services, information and referral, exercise, social activities, transportation, and other supports. Over 23,862 people participated in county-sponsored senior center programs and activities, and over 655 participated in adult day health programs. *The Women's Program* helped 4,692 survivors of domestic violence and 5,543 survivors of sexual



*King County Jobs Initiative offers training and certificates in hazardous waste clean up and jobs with self-sustaining wages through a partnership with the federal government.*

assault by providing connections to crisis intervention, referral, counseling, legal advocacy, emergency shelter and transitional housing. *Youth and Family Services* agencies helped at-risk and juvenile justice involved youth through school-based case management, gang intervention, drug prevention, counseling, treatment, education and employment programs. With county support, agencies helped 18,763 youth and their families, reporting that 70 percent of youth involved in intervention programs decreased their involvement in the juvenile justice system.



*Above, Veterans Levy Board member Roger Welles hears a briefing on Veterans' Program service expansion plans.*

Thanks to funding from the Veterans and Human Services Levy, the *Veterans' Program* expanded services to more veterans than previous years and opened a new office co-located with WorkSource Renton in south King County. The program offers financial aid, mental health and trauma counseling, short and long-term housing, vocational and employment assistance, and other supports. In 2007, the program increased post traumatic stress disorder counseling by 3,000 hours, established 28 additional shelter beds for veterans, and enhanced case management services. The Veteran's Incarcerated Project, a model for jail intervention services, expanded services to veterans in regional jails and served 148 people in 2007 providing stable housing, treatment and other supports upon discharge from jail, resulting in over 14,000 jail days avoided and a savings of \$1.6 million.

#### **Veterans and Human Services Levy**

King County voters said "yes" to a ballot measure in 2005 that generates over \$13 million annually for six years to help people in need. Half of the revenues fund services for veterans, military personnel and their families and the other half funds a range of regional health and human services to help other individuals and families. The County Council approved a Service Improvement Plan in 2006 that describes the five overarching areas for levy focus:

- 1) enhancing services and access for veterans and their families
- 2) ending homelessness through outreach, prevention, permanent supportive housing and employment
- 3) increasing access to behavioral health services
- 4) strengthening families at risk
- 5) increasing effectiveness of resource management and evaluation.

In 2007, DCHS and the Community Services Division moved forward with the implementation of the Service Improvement Plan. The first step was completing the nomination and confirmation process for the two new citizen oversight boards – the Regional Human Services Oversight Board and the Veterans Citizen Levy Oversight Board. In February 2007, both boards held their first meetings.

Next began the process to complete implementation plans for each of the 31 strategies identified in the Service Improvement Plan, all of which needed to be reviewed by the two levy boards. This involved staff of CSD, MHCADSD, Public Health-Seattle & King County, and the City of Seattle, as well as the volunteer members of both boards. The majority were completed in 2007. New and enhanced community services for veterans and others in need have been implemented or are in the Request for Proposal process. More information is available on the Web site at [www.kingcounty.gov/dchs/levy](http://www.kingcounty.gov/dchs/levy).



*Veterans Levy board member Frank Selden (3<sup>rd</sup> from left) receives recognition from his fellow board members for his service on the board as he prepares to leave for active duty in Iraq.*



## Citizen Boards

The department is fortunate to have citizen advisory and oversight boards to provide input on human services funding and programs. Each plays a vital role in the development of programs, policies, services, funding and advocacy. More than 120 citizens volunteered their time each month to attend meetings, plan public events, study reports, educate the public, meet with state legislators, serve on review panels, and more. The department is grateful for their efforts to improve and strengthen regional human services.



***Cutting the ribbon for the Auburn Veterans Memorial Building, supported with county funds. From left, Auburn Mayor Pete Lewis, American Legion representative Roger Olsen, Veterans Levy Board Chair Doug Hoople, Veterans Levy Board member Kathleen Lewis, State Sen. Claudia Kauffman, American Legion representative Larry Huwe, and State Sen. Pam Roach.***



***King County Council member Larry Gossett (right) greets Developmental Disability Board member John Nesbitt at the county's annual board recognition event.***

The DCHS boards include the following:

- Advisory Council on Aging and Disability Services
- Alcoholism and Substance Abuse Administrative Board
- Community Organizing Program Advisory Board
- Board for Developmental Disabilities
- Mental Health Advisory Board
- Mental Illness and Drug Dependency Action Plan Oversight Committee \*
- Regional Human Services Levy Oversight Board
- Veterans Citizen Levy Oversight Board
- Veterans' Program Advisory Board
- Women's Program Advisory Board

*\*Mental Illness and Drug Dependency Action Plan Oversight Committee begins in 2008.*

## Unincorporated Area Councils

King County serves as the local government for the residents of the unincorporated areas – the rural and urban parts of the county not included in the boundaries of any city. Unincorporated Area Councils (UACs) are independent entities formed to improve communication between county government and the residents of the unincorporated areas. The volunteer members of the councils are elected by the local area residents.

King County has six officially recognized UACs:

- Four Creeks Unincorporated Area Council
- Greater Maple Valley Area Council
- North Highline Unincorporated Area Council
- Upper Bear Creek Community Council
- Vashon-Maury Island Community Council
- West Hill Community Council

Community Service Representatives serve as liaisons between the unincorporated area councils and county government. They attend community meetings, arrange for briefings on a wide variety of issues, and provide other support and assistance. An annual community meeting hosted by

the county executive brings together the leadership and local residents of all six UACs to discuss issues of interest and concern. The forum is one of many ways the county seeks to gather and share information with its unincorporated area residents.



***"Concerts in the Park" sponsored by Upper Bear Creek Community Council.***

## Developmental Disabilities Division



Helping infants and toddlers with developmental delays prepare for school and life ... opening doors to employment for adults with developmental disabilities ... helping families care for their loved ones at home. These are just a few of the ways that the Developmental Disabilities Division (DDD) is working to improve the lives of people with developmental disabilities and strengthen families.

***Birth to Three Services:*** Early intervention services can make all the difference in helping infants and toddlers prepare for school and healthy interaction with their peers. Child development and therapy services designed to fit into

the child and family's daily activities and routines are provided through a number of community contracts countywide with services provided in the home, child care center or other community settings.



**Supported Employment:** Thanks to an incredible network of community employers and dedicated employment provider agencies, King County is striving to help working age people with developmental disabilities gain the skills and on-the-job training to achieve meaningful employment and a place in the community. In 2007, King County assisted 1,022 people to achieve and maintain individual supported employment in a wide range of industries. To help transition young people from school to adult



**Waiting to talk with their legislators at the 18<sup>th</sup> annual Developmental Disabilities Legislative Forum.**

**Opposite page:** Early intervention services help infants and toddlers with developmental delays to learn and grow with their peers.

life and employment, DDD worked with 14 different school districts in a collaboration with the King County Work Training Program to create employment opportunities for 75 students.

**Family support and other services:** Working with the community, particularly the Arc of King County, the King County Parent Coalition and other local partners, DDD provided training, recreation, housing assistance, support groups, information and referral, transportation, and family resource coordination. Working with local housing authorities, DDD was able to prevent homelessness for 86 households.

## Supported Employment: Taking their place in the community

King County is proud to be a national leader in creating supported employment opportunities for adults and youth with developmental disabilities.

**Nate** has worked at Swedish Medical Center for over 10 years. He started as a high school volunteer and now works full time with benefits. Nate works in the mail room, processing mail, delivering mail to clinics all over campus, and picking up outgoing mail. He has had more routes added recently. Nate's job coach comes in and helps him learn new routes and tasks. Otherwise, he is supported entirely by his coworkers. He is well known throughout the hospital, and is a valuable member of Swedish's team!



**Alexa** went to Starbucks on her own to interview for a job. She told the manager she was a hard worker and very nice and friendly. She was hired! Alexa loves her job, saying "I like all my customers and I work hard, never taking



a break until it is time, and do each of my jobs the way I think they should be

done: Perfect. I care about Starbucks and want all the people who come here and work here to feel happy and glad they came."

**Michelle** started her own small business, Special Friends Embroidery to express her love of arts and crafts. Michelle learned how to use a sewing machine as a girl, making doll clothes and small pillows with her mother. She started her business with a home embroidery machine. Her first project was personalized shirts and towels for her bowling league. As her business



grew, she upgraded to a commercial machine, allowing her to increase production as well as the flexibility to stitch on pockets, sleeves, socks, hats, and larger jacket backs. Her business continues to grow! Check it out at [www.sfembroidery.tndh.net/about.htm](http://www.sfembroidery.tndh.net/about.htm)



**Photos and stories courtesy of Washington Initiative for Supported Employment.**

## Mental Health, Chemical Abuse and Dependency Services



Managing the publicly funded mental health and substance abuse prevention and treatment systems is the responsibility of the Mental Health, Chemical Abuse and Dependency Services Division (MHCADSD). Most services are provided through contracts with community mental health centers, substance abuse treatment agencies, or alcohol and other drug prevention organizations. Direct services by county staff include mental health and substance abuse crisis outreach and investigation for involuntary commitment or hospitalization, mental health client services, and outreach and triage to help public inebriates.



### **Mental Health Services**

Mental health services include individual, group and family therapy; case management; crisis intervention; employment services; medication management; and assistance with housing and other supports. Mental health services were provided to 35,100 people in 2007, including 9,627 children, 20,669 adults and 4,804 older adults. Crisis outreach and investigation is provided by designated mental health professionals who conducted 5,585 crisis outreaches and managed an overall caseload of 7,779. The Crisis Clinic provides a 24-hour crisis response line through a contract with MHCADSD; they responded to 84,196 calls for crisis counseling, information and referral to community care.

### **Mental Health Recovery Plan**

Considerable energy and resources focused on the continued implementation of the Mental Health Recovery Plan, approved by the County Council in 2005 to transform the mental health service system to one that embraces the idea of fuller and more independent lives in the community. With its provider network, MHCADSD developed new recovery performance measures and financial incentives for agencies that achieve outcomes for clients that start the recovery process. The division dedicated \$2.5 million for vocational and employment services to help clients prepare for and achieve jobs in the community.

### **Substance Abuse Services**

Substance abuse services include detoxification, outpatient treatment (including opiate substitution), residential treatment, employment and vocational assistance, and housing assistance. A total of 9,281 people received substance abuse services, including 1,231 children and youth and 8,050 adults - 750 more than 2006. The Alcohol and Drug 24-Hour Help Line, under contract with MHCADSD, assisted 8,307 callers with crisis response and information and referral to local treatment. The Emergency Services Patrol, working primarily with the chronic population in downtown Seattle, provided 20-hour

transportation and triage assistance, assisting 15,673 persons in 2007. The Dutch Shisler Sobering Support Center, providing a safe place to recover from acute intoxication, served 2,099 people and managed a total of 23,047 admissions.



*Jim Vollendroff, Asst. Division Director, accepts a National Science to Service Award from Terry Cline, Administrator, U.S. Substance Abuse and Mental Health Services Administration.*

*Opposite page: The largest ever King County Council Town Hall meeting drew more than 500 people in favor of the Mental Illness and Drug Dependency Action Plan.*

### **Alcohol and Other Drug Prevention and Community Mobilization**

- In 2006, MHCADSD welcomed the Alcohol and Other Drug Prevention (AODP) Program and in 2007, the Community Organization Program joined the division – significantly enhancing the county's ability to coordinate substance abuse treatment and prevention services. The AODP Program contracted with local agencies to provide a range of services to support prevention efforts, reaching a total of 40,310 participants. The Community Organizing Program provided technical assistance and \$102,303 in mini-grants for safe and drug-free communities. As co-convenor of the King County Meth Action Team, they enhanced efforts to reduce methamphetamine production and use countywide.

### **Mental Illness and Drug Dependency Action Plan**

Completion of the Mental Illness and Drug Dependency Action Plan and approval of a dedicated fund source, a small sales tax increase adopted by the King County Council as part of the 2009 King County Budget, was a significant highlight for 2007.

The action plan represents more than a year's work, in collaboration with mental health and substance abuse providers, courts, law enforcement, public defense and prosecutor's offices, public health, adult and juvenile justice system partners, and many others. The plan identifies specific strategies to improve connections to community treatment services, reduce involvement in adult and juvenile justice systems, and improve and enhance prevention strategies to help youth and families.

The sales tax funding begins in April 2008 and will generate about \$30 million the first year, and about \$50 million a year through 2016. New and enhanced programs and services will be implemented in 2008 once a council-required three part oversight, implementation and evaluation plan is completed.



*Testifying in favor of the Action Plan.*

## Committee to End Homelessness in King County

On any given night in King County, more than 8,500 people are living in temporary housing, shelters or on the street. This includes many families with children. In 2005, the community came together to craft a plan to end homelessness in King County in ten years. That work is underway.

King County and DCHS hosts the staff of the Committee to End Homelessness in King County (CEHKC) and provides oversight and leadership to the implementation of the Ten-Year Plan to End Homelessness. The overarching goal of that plan is a shift from managing homelessness, to creating the housing and supportive services to end homelessness.

In the past year, CEHKC staff engaged in outreach and education to local cities, and to faith and service organizations across the county, gaining endorsements from cities representing 84 percent of the county's population and dozens of community groups. A new speakers bureau educates and informs the community, aided by a new five-minute video produced to introduce the Ten-Year Plan.

Led by United Way of King County, the CEHKC participated in a two-day Community Resource Exchange providing direct help to hundreds

of homeless people such as free haircuts, free phone calls, sleeping bags and blankets, clothing, foot care, flu shots, and referral to a range of community services. The CEHKC also joined with the Church Council of Greater Seattle and the City of Seattle on a successful faith and community symposium to explore how to create lasting solutions to homelessness.

The second annual legislative breakfast brought together CEHKC leaders and the King County state legislative delegation to discuss housing and homeless issues. Legislative advocacy efforts joined with other housing and homeless groups, achieving extraordinarily success in both the 2007 and 2008 sessions - gaining new local fund sources and additional state funding for housing and supportive services.



**Community Resource Exchange events in Seattle and Renton provided services to hundreds of homeless individuals, including free haircuts and shaves.**

Finally, the CEHKC provided leadership to regional efforts to improve discharge planning from jails, hospitals and foster care; collaborate and combine funding to build or preserve supportive housing units countywide; develop a Landlord Liaison Project to

open doors to more rental housing; and collaborations on subregional plans for ending homelessness in East and South King County.

### Supportive housing offers a key to ending homelessness

Housing combined with services can make all the difference in helping fragile people maintain their housing. Safe and affordable housing linked to onsite mental health and drug/alcohol treatment is increasingly helping residents achieve treatment compliance, improved health, and the peace of mind that a clean, safe place to call home provides. Here are a few of the successful local efforts supported by King County:

- Downtown Emergency Service Center's 1811 Eastlake moved 75 chronic inebriates off the streets and gave them homes. Formerly high users of emergency services, they dramatically reduced jail days and the need for sobering and emergency care, resulting in savings of more than \$3 million. Many are taking their first steps toward recovery.
- Plymouth Housing on Stewart reduced jail bookings, sobering admissions, emergency room visits, and other costs, resulting in savings of about \$1.5 million.
- Supportive Intervention for Transition to Stability (SHIFTS) Program new in 2007 is diverting 230 people per year who might otherwise be in jail or hospitals into local housing with intensive services.
- PACT - Program for Assertive Community Treatment teams are helping high users of hospitals improve their ability to live in the community through intensive supports. FACT - Forensic Assertive Community Treatment teams are doing the same for people who have histories of high use of jails and the justice system.



A range of programs and services help people in the criminal justice system connect to mental health and substance abuse services, housing and other supports that help them to stabilize their lives and stay out of jail. The Criminal Justice Initiatives screen and assess individuals in the county's jails to determine their need for treatment and expedite links to the services, in jail and upon release. One exceptional program is the co-occurring disorders treatment program where clients receive coordinated mental health and chemical dependency services from a single provider. Other programs provide intensive outpatient services for people court-ordered into treatment, or offer help with housing or employment. An evaluation completed in 2007 shows that justice system alternatives are succeeding in reducing criminal justice costs and recidivism, and more important, are helping people get their lives on track. Here are two such stories.

**Ms. A** is a 49 year-old woman referred to the Housing Voucher Program by Drug Court. She has a long history of homelessness, selling and using drugs, and prostitution. Ms. A had prior treatment experience, but a number of relapses. Her family had stopped talking to her. She was placed in temporary housing at Katherine's House in 2007. During the first month, she was very fragile, physically and emotionally. She would get easily discouraged and frustrated; she cried easily. Staff provided encouragement to keep up her recovery efforts. As weeks went by, staff noticed improvement. Ms. A started taking care of herself, remained in full compliance with her program, and attended extra group sessions to keep herself motivated. She described her recovery as "a life and death choice and my last chance." Today, she looks and feels better and her family started reconnecting. Ms. A visits her mother on weekends and just met her grandson for the first time. She has started taking GED prep classes, and wants to get a job after graduating from Drug Court. Ms. A enjoys getting positive results from her effort, which is a new experience for her. She is working diligently with her case manager toward gaining permanent housing.

**Mr. B** was referred from Drug Diversion Court to Project START-Tukwila. He received weekly drug urinalysis tests, attended groups, and engaged with case managers, but didn't seem to be ready to stop using. He would say, "I've never been able to go longer than 6 months without relapsing." Three months into the program, he relapsed and was sent to an inpatient facility. Upon completion of inpatient treatment, Mr. B asked to transfer to the Seattle program, saying he thought he would feel more comfortable there and have a better chance for success. Soon after, Mr. B began using his real name, saying

"I don't go by that name anymore, that's a street name and I figure if I'm going to make it this time I need to use my real name." From that point on, he was engaged in treatment and his drug tests were all negative. He passed the six-month marker and gained newfound confidence in his ability to remain sober. "I have been through so many treatment programs, but the difference this time is I'm finally listening; I'm actually using what I'm being taught." He became a model to other clients, achieving the goals he set for himself: getting a job, stabilizing his mental health, and graduating from Drug Court. After a year in Project START, Mr. B graduated. He continues to work and stay clean and sober. In an excerpted letter to Seattle Mental Health and Project START, he shares these thoughts:

“It's been an amazing and sometimes agonizing road back from ruin for me, and your patience and guidance was a driving force. I cannot even relate to most people about the fear and helplessness I felt, when after once again relapsing and finding myself in lockdown again! ...saying to myself, "where do I go from here?" No job, no home, alienated from my family, and my only associates were my fellow lost souls on the street. The outlook was bleak to say the least and I truly felt like I had run out of options. You have all helped me immensely as did my peers in my group; I pray for them all as I do for the still suffering addict. I have been one of the lucky ones; I received another chance and a gift from God called Project START. Thank you again for believing in me and pushing me along to believe in myself and know that my life is worth it!"

## Office of the Public Defender

The right to public defense services is required by the U.S. and Washington Constitutions. Ensuring the availability of these services to King County residents is the responsibility of the Office of the Public Defender (OPD). Defense services are available for all felonies; all civil commitments; misdemeanor cases for residents of the unincorporated areas and cities that contract with OPD; juvenile cases (felony and misdemeanor); Becca cases (At Risk Youth, Child in Need of Services and truancy); and contempt of court (including failure to pay child support). Attorneys are also provided for Drug Diversion Court and Mental Health Court, areas where need increased in 2007.

Eligibility screening is available at seven locations in the county. About 12,500 people are screened each year. Most public defense services are provided through contracts with four non-profit law firms and an assigned counsel panel of local attorneys. OPD administers agency contracts and monitors caseloads, case distribution and the quality of representation, and also manages the Expert Services Program, including psychiatric or psychological evaluations, expert witnesses, investigations, and forensic evaluations – all on a case-by-case basis. The largest number of cases are felonies, which are also the costliest.



*King County Mental Health Court Judge Arthur R. Chapman sits on the bench in his courtroom. OPD increased public defense services when the court expanded its calendar in 2007.*

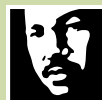
Case Area	People Served	# Cases
Felony	10,058	11,601
Misdemeanor	8,418	8,761
Juvenile	3,876	4,678
Dependency	2,154	2,362
Involuntary Treatment	2,106	2,392
Contempt of Court	1,830	1,844
Becca	819	833
Drug Diversion Court	488	488
Mental Health Court	375	375
<b>TOTAL</b>	<b>30,124</b>	<b>33,334</b>

**Note:** Number of people served is less than the total number of cases, as some clients had charges in more than one case area.



## Department of Community and Human Services

Jackie MacLean, Director  
Terry Mark, Deputy Director  
401 Fifth Avenue, Suite 500  
Seattle, WA 98104  
206-263-9100  
[www.kingcounty.gov/dchs](http://www.kingcounty.gov/dchs)



King County

### **Community Services Division**

Linda Peterson, Division Director  
401 Fifth Avenue, Suite 510  
Seattle, WA 98104  
206-263-9062

### **Developmental Disabilities Division**

Ray Jensen, Division Director  
401 Fifth Avenue, Suite 520  
Seattle, WA 98104  
206-263-9018

### **Mental Health, Chemical Abuse and Dependency Services Division**

Amnon Shoenfeld, Division Director  
401 Fifth Avenue, Suite 400  
Seattle, WA 98104  
206-263-9000

### **Office of the Public Defender**

V. David Hocraffer, Public Defender  
123 – Third Avenue South, 4<sup>th</sup> Floor  
Seattle, WA 98104  
206-296-7662

### **Committee to End Homelessness in King County**

Bill Block, Project Director  
401 Fifth Avenue, Suite 500  
Seattle, WA 98104  
206-263-9100

### **King County Executive**

Ron Sims  
206-296-4040  
[www.metrokc.gov/exec](http://www.metrokc.gov/exec)

### **King County Council**

Bob Ferguson, District 1  
Larry Gossett, District 2  
Kathy Lambert, District 3  
Larry Phillips, District 4  
Julia Patterson, District 5  
Jane Hague, District 6  
Pete von Reichbauer, District 7  
Dow Constantine, District 8  
Reagan Dunn, District 9  
206-296-1000  
[www.kingcounty.gov/council](http://www.kingcounty.gov/council)

Alternate formats  
available.  
Call 206-263-9100 or  
TTY Relay 711

## Housing Repair Program

JP, a county resident living with disabilities, needed repairs to her manufactured home. She contacted the King County Housing Repair Program to replace her leaking roof. Collaborating with the Master Builders Association of King County, the Housing Repair Program also provided a wheelchair access ramp to her front door. Due to her continuing disability, JP could no longer work and with her loss of income, she applied for Section 8 rent assistance to help pay her space lease. Section 8 Housing Quality Standards required a second wheelchair exit/entry and without it, the local housing authority could not approve her application. Once again, Housing Repair and the Master Builders came through, adding a second wheelchair ramp to the bedroom sliding door. JP was approved for Section 8 and can now live within her means in a home that is safer and more accessible.



Before



After - A new ramp!

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